



Blue Cross & Blue Shield of Rhode Island is an independent licensee of the Blue Cross and Blue Shield Association.



Improved Access to Fee Schedule Detail for Contracted Providers

The Office of the Health Insurance Commissioner, in cooperation with insurers and providers, has developed a process for the disclosure of fee schedule information to contracted medical providers.

Blue Cross, United and Neighborhood Health Plan acknowledge that providers are entitled to know reimbursements for codes for medical services and will now offer providers their contracted fee schedule information as follows:

- Online standard fee schedule lookup for all products by 12/06
- Up to 10 codes – handled via telephone request
- Over 10 codes – handled via paper or e-mail requests (form required)

Up to 10 Codes - Telephone Contact Information

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Provider Services Center

401.274.4848 or 800.230.9050
8am to 4:30pm M-F

UNITEDHEALTHCARE

Provider Central Service Unit (PCSU)

800.521.2603 Option 2
8am to 6pm (CST) M-F

NEIGHBORHOOD HEALTH PLAN

Provider Line

401.459.6030
8:30am to 5pm M-F

Over 10 Codes – Paper & Email Contact Information

All plans require a form be completed for processing/confidentiality purposes. Forms can be obtained either on the health plan's provider web site or by emailing the addresses below. The form and list of codes may be submitted via fax or email as follows:

BLUE CROSS BLUE SHIELD

Fax: 401.459.1774
contract.support@bcbsri.org

UNITEDHEALTHCARE

Fax: 401.732.7376
Call your local Provider
Representative for
email address

NEIGHBORHOOD HEALTH PLAN

Fax: 401.459.6066
providerinfo@nhpri.org

Currently Available Online Fee Information

Below is a list of the health plan's provider web sites and the provider fee schedule information currently available.

All Plans are expected to have interactive fee schedule lookup capabilities for their standard fee schedules for all products by December 2006.

Currently, United has online lookup capabilities for specific fee schedule information for commercial products. Please monitor these web sites for updates on fee schedule lookup capabilities.

BLUE CROSS BLUE SHIELD (BCBSRI.com)

The BCBSRI web site displays a list of the most commonly billed codes and standard fees for the Rite Care product.

Similar listings for standard fee schedules for commercial and Medicare products will be available shortly.

UNITEDHEALTHCARE (unitedhealthcareonline.com)

United's provider portal allows providers to look up their specific, contracted reimbursement for up to 10 codes at a time for commercial products.

NEIGHBORHOOD HEALTH PLAN (NHPRI.org)

As of January 2006, NHP web site does not provide any provider fee information.

Medicaid Fee Schedule Information

Fee For Service Medicaid Fee Schedule information can be obtained by calling the Medical Assistance Help Desk at 401.784.8100.

